



## **Sajir Gurukkal**

B Tech,MBA,MCITP,CCNA  
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<b>Introduction</b>	<b>Acting IT Manager – Department Head</b> <b>2 Pre- Opening in Rotana Hotel Groups</b> With MCITP, Exchange Server and Cisco certifications
<b>Objective</b>	To work with a dynamic and challenging IT Infrastructure environment that utilizes my knowledge, experience and education; To Support growth and efficiency of the Organization through application of my Analytical and Technical skills.
<b>Career Summary</b>	<b>Nine YEAR experience in Senior IT OFFICER, SENIOR TELECOMMUNICATION &amp; NETWORK ENGINEER, IT SPECIALIST, IT ENGINEER, IT SUPERVISOR, SYSTEM ADMINISTRATOR ,Server Support and Networking</b>
<b>Ideal Job</b>	Engineer in Designing/ Implementation / System administration and Network Infrastructure services
<b>My Strengths</b>	Ability to simplify complex tasks and willingness to learn Excellent communication skills and inter personal relationship Commitment towards Responsibilities and smart working to achieve final goal

### **Educational Profile**

<b>Graduation</b>	<b>Master of Business Administration (MBA)</b> Specialization in Information Technology (2014-2015) National Institute of Business Management  <b>Engineering Graduate (B. Tech) from Calicut University, India</b> MES College of engineering, Kuttippuram Electronics and Communication Engineering,(2007-2011)
<b>Certification</b>	<b>Cisco Certified Network Associate (CCNA)</b> <b>Certificate ID No: CSC012215130</b>
<b>Certification</b>	<b>Microsoft certified IT Professional (MCITP)</b>

## **Project Expertise**

### **➤ PRE OPENING OF 2 HOTELS**

✓ **The Cove Rotana Resorts ( 5 Star, 790 Rooms)**

✓ **Al Bandar Rotana & Al Bandar Arjaan by Rotana ( 5 Star, 280 Rooms) - – Entire Project Head For Information Technology**

1. Expertise in Technical Planning, Management and Operation of client Microsoft exchange server/installation
2. Microsoft Active Directory in windows server 2008,2012
3. Setting up various RAID levels in servers for data redundancy and maintaining system uptime.
4. Windows web server administration
5. Install, configure and support all local area Network (LAN)
6. Database server administration (MS SQL)
7. Enterprise level gateway firewall (Palo Alto)
8. Troubleshooting hardware problems of DELL power edge sc 1425, 1950, IBM, HP (Proliant DL140AND,ML370 G6,ML110 G6), Barracuda servers.
9. Virtualization using VMWare,Proxmox, backup and recovery
10. Microsoft Exchange server administration( 2007,2010,2013)
11. PABX Telephonic Systems ( Cisco, Avaya)
12. Keyguard System
13. Hotel Management applications-Opera  
    ,Micros,SunSystem,FBM,Oasys,Smartweb,Prolific Accounting,Inventory  
    System,Reservation System,Wish Net,TouchMaster,DTCM  
    REPORTS,SpiceWorks,FCS

## **CARRIER ACCOMPLISHMENT**

1. Successfully implemented Microsoft exchange server 2007, 2010
2. Installed and configured Active Directory Service
3. Web hosting Servers
4. Control panel(Website Panel)
5. DNS,DHCP
6. Installation and configuration Gateway Firewalls
7. Installation and Configuration of MS SQL Database server

## **RELEVANT CAREER PROFILE**

### **1 Titles: Acting IT Manager - Department Head**

Organization : **Rotana Hotel Groups (Al Bandar Rotana Hotel & Al Bandar Arjaan by Rotana)**  
Period : **SEPTEMBER 2017–Present**  
Responsibilities : **Pre Opening Team**

- Develop and manage an effective and workable framework for improving Help Desk IT support to provide a professional image and business continuity
- Generate periodically reports on customer support issues and evaluate the overall operation to deliver outstanding service
- Ensure that regular trainings are provided to IT Employee and Employees to provide the best level of customer support
- Monitor and oversee the Hotel network and communication operations to guarantee a smooth operation
- Coordinate with other departments to recognize and solve all their requirements to ensure business and operational continuity
- Interact with IT vendors, external suppliers and other contractual partners to ensure procurement and IT services are delivered in time
- Ensure that technology and systems are well maintained to their maximum performance and availability

- Implement policy and procedures to guarantee data and assets availability, integrity and security as per the company standards and ensure business continuity
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment
- Comply with the hotel environmental, health and safety policies and procedures

**2 Titles: Senior Telecommunication & Network Engineer**

Organization : **ROTANA HOTEL GROUP (The Village Cove Rotana Resort -Pre-Opening)**  
 Period : **January 2017- August 2017**  
 Responsibilities : **Pre Opening Team**

**3 Titles: TELECOMMUNICATION & NETWORK ENGINEER**

Organization : **ROTANA HOTEL GROUP (Cove Rotana Resorts )**  
 Period : **September 2015- December 2016**  
 Responsibilities :

1. Administer and maintain all network related devices LAN/WLAN to provide high availability and better performance.
2. Administer and manage the company's telephone system and other communication devices to provide high availability and performance.
3. Administer and maintain WAN and internet connections to ensure a high connection availability for business continuity.
4. Maintain documentations and inventory of all network and communications equipments to provide a professional service as per the standards.
5. Maintain all users' access request and rights on the network and provide them with adequate support to enforce rules as per the standards.
6. Serve as a primary contact for all network and communication related requested by internal and external Guests to control and maintain records.
7. Maintain the network management and security software including the addition of new users and manage rights and privileges to deploy policies as per standards.
8. Analyse data and forecasts any needed improvements, budget and implement any changes to effectively manage risks and operation.

9. Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment.
10. Comply with the hotel environmental, health and safety policies and procedures.

**4 Titles: IT SPECIALIST**

Organization : **AURIS HOTEL GROUP-DUBAI**  
 Period : **NOVEMBER 2013– AUGEST 2015**  
 Responsibilities : 1: maintaining windows 2003,2008R2 active directory domain, Server Support  
 2: Install network and windows server  
 3: Configure webservers, mail servers, database servers  
 4: Server performance, Uptime, Latency, website status  
 5: Create reports (installation, Security audits, Testing etc  
 6: Server migration, Back up & Restore management  
 Install & monitor virtual servers  
 7:: Microsoft Exchange server administration 2010  
 8: Setting up various RAID levels redundancy and maintaining system uptime.  
 9: Install & monitor virtual servers  
 10:Hotel Management Applications  
 11: Panasonic PABX Telephonic Systems

**5 Titles: IT SUPERVISOR**

Organization : **LCC IT Solution, Calicut, India**  
 ([www.lccclicut.com](http://www.lccclicut.com))  
 Period : **July 2012 –October 2013**  
 Responsibilities : 1: maintaining windows 2003,2008R2 active directory domain,  
 Server Support  
 2: Microsoft Exchange server administration 2010  
 3: Setting up various RAID levels redundancy and maintaining system uptime.  
 4: Install & monitor virtual servers

**6Titles:**

Organization : DATAZONE (*Techmap IT Solutions pvt.ltd*), Kochi,  
www.datazoneidc.com  
IT SUPERVISOR (November 2011-June 2012)

**Key Deliverables:**

1. Install network and windows server
  - a. Configure web servers, mail servers, database servers and firewall in windows
2. Server performance, Uptime, Latency, website status & server resources
3. Create reports (installation, Security audits, Testing etc..)
4. Server migration, Back up & Restore management  
Install & monitor virtual servers

**7 Titles: NETWORK ADMINISTRATOR**

Organization : SUNNET DATA SOLUTION  
Period : DEC 2010 –OCT 2011  
Responsibilities :

- 1 Server performance, Uptime, Latency, website status & server resources
- 2 Create reports (installation, Security audits, Testing etc..)
- 3 Server migration, Back up & Restore management
- 4 Install & monitor virtual servers

**PERSONAL DATA**

Name	Sajir Gurukkal C K
Father's Name	Khader Gurukkal
Mother's Name	Saleena T
Sex	Male
Date of Birth	21 <sup>st</sup> march 1988
Marital Status	Married
Nationality	Indian
Passport No	3397761 LMV -UAE
Visa Status	EMPLOYMENT VISA
Driving License	3397761-LMV-UNITED ARAB EMIRATES
Languages	English (RWS), Malayalam (RWS), Hindi (RW)

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**Declaration**

I hereby declare that,  
All the information furnished is true to the best of my knowledge and belief,  
I will be sincere and dedicated to my designation and duties.

**SAJIR GURUKKAL**